

## **OBSERVATION REPORT #83**

**KPMG observed several instances of unexpected responses to orders.**

### **Issue 83.1**

KPMG submitted an order (074031PM0X000003AC) to add a loop to an existing customer. KPMG populated the SANO, SASN with values that did not match the address in LiveWire and received a SEM stating "Address invalid- SANO, SASN does not match LiveWire." After receiving the SEM, KPMG did not expect to receive any additional responses, but received a PCN and an LSC for the same version of the order. KPMG then submitted a supplemental order (074031PM0X000003AD) correcting the original error, and received two LSCs. These responses (receipt of a PCN and or LSC after a SEM) were incorrect.

### **Issue 83.2**

KPMG submitted an order (101011PM1X000006AB) to disconnect a UNE EEL customer. KPMG received an LSC and then a SEM stating "invalid EATN; Field Missing- Cust Info- SANO, SASN, SATH, CUSTUNITTYP, CUSTUNITVAL, EU CITY, EU STATE, EU ZIP." In addition, after receiving the SEM, KPMG received another LSC and a PCN.

These responses were incorrect and were sent out of sequence (i.e. it is neither customary to receive a SEM after having received an LSC, nor is it customary to receive an LSC and/or a PCN after having received a SEM).

### **Issue 83.3**

KPMG submitted four separate supplementary orders to cancel original orders (i.e. SUP type of 1) and received PCNs on the cancelled requests. In addition, these PCNs were received prior to the LSCs on the orders. Since no provisioning work occurs on cancelled requests, BA should not transmit PCNs.

#	PON*VER	Date/Time Sent	First Response Received	Second Response Received
1	007031PM0X000004*BA	5/19/00 12:38 p.m.	PCN 5/19/00 4:24:12 p.m.	LSC 5/19/00 4:24:47 p.m.
2	001081PM0X000001*BA	5/18/00 2:50 p.m.	PCN 5/18/00 6:44:57 p.m.	LSC 5/18/00 6:45:27 p.m.
3	001021PM0X000001*BA	5/16/00 5:38 p.m.	PCN 5/17/00 8:26:05 a.m.	LSC 5/17/00 8:26:54 a.m.

4	016111PM0X000003*BA	5/18/00 3:56 p.m.	PCN 5/19/00 2:59:27 p.m.	LSC 5/19/00 3:00:43 p.m.
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**Assessment**

The receipt of multiple and conflicting responses may inhibit a CLEC's ability to process orders, which results in a delay for the end user.